

Contract User Guide for GRO34

GRO34: Drinking Water- General and Emergency Services

UPDATED: July 21, 2020

Contract #:	GRO34
MMARS MA #:	GRO34*
Initial Contract Term:	August 1, 2014 – July 31, 2016
Maximum End Date:	July 31, 2021
Current Contract Term:	August 1, 2014 through July 31, 2021
Contract Manager:	Cameron O'Brien, (617) 720-3125, Cameron.E.OBrien@mass.gov
This Contract Contains:	Environmentally Preferable Products
UNSPSC Codes:	50 20 23 Water, 50 20 00 Beverages, 50 20 17 Coffee, 14 11 00 Paper Products

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

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TIP: To return to the first page throughout this document, use the CTL + Home command.

Contract Summary

This is a Statewide Contract for Bottled Water, Emergency Bottled Water, Water Filtration, Reverse Osmosis, Coffee Services with available Services and Supplies (i.e. coolers, paper cups, hot and cold).

Contract Categories

This contract includes categories of products/service as listed below.

- Category 1: Bottled water 5-gal bottled water, 1-gal, 24-oz purified or spring water.
- Category 2: Emergency Bottled water, 16/9-oz., 1-gal., 24-oz., 5-gal bottles, tankers (potable and non-potable).
- Category 3: Water Filtration Systems and Coolers – Hot/cold floor models, cook/cold floor models, cook/cold countertop model and under the sink filtration
- Category 4: Reverse Osmosis – Hot/Cold Floor Model and countertop model, Cold/Cool floor model and countertop model.
- Category 5: Coffee Services – Commercial Coffee various blends and size packs
- Category 6: Related Supplies – Paper cups cone shape and flat bottom, hot paper cups, etc.

Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

- **Bottled Water** - Contract users using Bottled Water pay **NO** cooler rental fees for standard coolers or bottle deposits under this contract.
- **Water Filtration Services** – Pricing for coolers will include everything which will specifically include filters, membranes, and any other materials required to properly service the system as well as all labor for scheduled maintenance and all other service calls and repairs.
- **Reverse Osmosis** - There is no cost to the Commonwealth and/or eligible entities for the installation of Reverse Osmosis (RO) water system, the only cost users are required to pay is the monthly service fee.
- **Competitive Pricing** – The Strategic Sourcing Team (SST) has renewed/awarded the contract to those contractors who provided the most competitive pricing for bottled water, coffee services, water filtration services and reverse osmosis services. Pricing for all categories are available as an attachment file "Price List" and at the line "Item" level on COMMBUYS for each awarded contractor. Departments may reference the available pricing information on COMMBUYS to do a cost comparison of pricing to determine which contractor is providing the best value pricing for the required services.
- **Prompt Pay Discount (PPD)** – is available from all contractors

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Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, price sheets and other attachments, visit [COMMBUYS.com](https://www.commbuys.com) and search for GRO34 to find related Master Blanket Purchase Order (MBPO) information.
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.

Who Can Use This Contract

Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

Eligible Entities

Please see the standard list of Eligible Entities on our [Who Can Use Statewide Contracts](#) webpage.

Pricing, Quote and Purchase Options

Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

Pricing Options

Fixed Pricing: Contract pricing has been negotiated, and no further negotiations may be made.

- Purchases made through this contract will be direct, outright purchases
- Price & Acquisition - There is firm pricing available for each item identified within the market basket list for every Commonwealth agency throughout the entire State.

All pricing WILL remain firm through July 31, 2021.

- Eligible entities are strongly encouraged to review commodity line item pricing to determine which contractor provides the best and lowest pricing for the commodity or services available under this contract.

Product/Service Pricing and Finding Vendor Price Files

Product pricing may be found by going directly to the [vendor information](#) page, where links to all the vendors MBPO's are provided.

Setting up a COMMBUYS Account

COMMBUYS is the Commonwealth's electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or OSDhelpdesk@mass.gov.

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Per **801 CMR 21.00**, Executive Branch Departments must use established statewide contracts for the purchase of commodities and services. Specifically, Executive Departments are required to use OSD's statewide contracts, including designated statewide contracts, if available, for their specific commodity and service needs. Exceptions will only be permitted with prior written approval from the Assistant Secretary for Operational Services, or designee.

When contacting a vendor on statewide contract, always reference GRO34 to receive contract pricing.

Quick Search in COMMBUYS

Log into COMMBUYS, and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

How to Purchase From the Contract

- **Directly purchase fixed price items through COMMBUYS**

This contract allows buyers to find and quickly purchase specific products/services with pricing within COMMBUYS. In other words, it allows you to create a Release Requisition in COMMBUYS, submit the requisition for approval, and send the vendor a Release Purchase Order.

- **How to Place an Order** - Once a price has been obtained and selected the ordering process is as follows:

- Initiate a new requisition
- Search for an item (Use GRO34) in the description
- Select the vendor you will be placing an order with
- Select the appropriate catalog line
- Enter the total price
- Submit for approval

To access each vendor's contract information in **COMMBUYS** please click on the PO link available on the [vendor information](#) page.

For a description of how to complete a purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Requisitions* section, and choose the *How to Create a Release Requisition and Purchase Order (Contract Purchase)* job aid.

Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor.

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Environmentally Preferable Products (EPP)

EPP Requirements:

State buyers are reminded that [Environmentally Preferable Products \(EPP\) Procurement Program](#) requirements for the use of environmentally preferable disinfectants, and some cleaning supplies, has been waived due to the availability of the products impacted by the demand caused by COVID-19. As the EPP supply replenishes, buyers are reminded that these disinfectants and other third-party certified products remain recommended for use and are selected for public health and environmental standards. For additional guidance, visit the Toxics Use Reduction Institute's [COVID-19: Safely Clean & Disinfect](#) webpage.

Environmental Considerations for Compliance with EO 484 and EO 515

Executive Order 484, Leading by Example (April 2007) and Executive Order 515, Establishing and Environmental Purchasing Policy (October 2009), both require agencies to make every effort to reduce water use and increase water use efficiency to the maximum extent possible. In an effort to assist agencies in complying with these orders, this contract includes a selection of products and/or options that will allow agencies to eliminate the bottled water method in many areas. Below are just some reasons why agencies should consider a bottle-less approach:

According to recent reports, switching to bottle-less cooler system can save you from 30% to 70% in monthly water costs versus bottled water delivery from month one via a rental program. Eliminating messy and cumbersome water bottles also saves time lost to refilling or changing bottles, especially in larger offices. Constantly changing water bottles exposes the water coolers to bacteria and germs, making traditional water coolers a rather unsanitary option. The systems are closed, eliminating constant exposure to the environment, people's hands on the bottle neck, etc., with each bottle change. In addition, any chance of an employee hurting their back while trying to lift one of the heavy water bottles is eliminated with these systems. Each awarded vendor on this contract offers one or more types of bottle-less coolers and the price varies with the cooler type. General system options include:

- **Water Filtration Services** – These systems supply single water cooler dispensers from NSF Certified filtration systems and are installed into the building's existing potable water supply and if required, sanitary drainage system, by Massachusetts licensed plumbers.
- **Reverse Osmosis with Related Services and Supplies** – These systems are provided by vendors whose RO water systems supply multiple water cooler dispensers from single Central Head Units. A Head Unit contains the reverse osmosis membranes and performs the reverse osmosis filtration. (Water waste for these systems is estimated to be 3 gallons per each gallon of water provided).

If circumstances within an agency prohibit the use of bottle-less systems, purchasers should know that the plastic bottles used under the new contract are free of Bisphenol A (BPA - a chemical linked to numerous diseases and developmental problems). In addition, the bottles are picked up by the vendor, cleaned and reused numerous times to help reduce waste.

Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

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Shipping/Delivery/Returns

Delivery – Delivery must be made at no extra cost to the Commonwealth with all deliveries being FOB destination. Delivery **MUST** be made between six (6) to twelve (12) hours after request by user department. Where this is an event driven **emergency** procurement, all deliveries **MUST** be made within timeframe mentioned or any other timeframe agreed upon by user department. All orders will be processed, confirmed and delivered based on established delivery times and schedules. The ordering location will establish a mutually agreed upon delivery schedule with the contractor(s). The contractor(s) will make delivery of items as requested by the ordering facility. Any change in the specified delivery schedule is subject to approval by the ordering facility. Delivery schedules will conform to location requirements. Stock items will be delivered within specified hours of order receipt, unless the ordering department requests a specific delivery schedule. Any item not delivered during an established delivery period may be canceled at no cost to the Commonwealth. Any additional costs incurred by the Commonwealth, as a result of the contractor's failure to deliver is the responsibility of the contractor(s). Any product delivered that does not conform to this requirement will be returned at the contractor's expense.

"Will Call Orders" are orders that are to be picked up by the contract user within 24 hours of request and the contractor(s) will provide for "will call" orders if immediate delivery is necessary and the contract user is willing to pick up the order.

Delivery Requirements for the Department of Correction – The contractor(s) must meet all Department of Correction security requirements applicable to each facility. Requirements may include, but are not limited to: inspection and search of all delivery vehicles including driver; cab and all contents thereof; locking gas or fuel caps, all drivers must pass a CORI background check no split load deliveries where required; strict delivery time requirements and any other security requirements as deemed necessary by the department or institution. Contractors may be asked to deliver products outside the established delivery schedule to respond to emergency situation.

Returns – Contract users may not accept the delivery of any product that is expired or visibly damaged. Product will be inspected upon receipt of delivery. If a product fails inspection by the receiving facility, the product will be rejected, and the contractor(s) must replace it immediately at no additional expense to the facility. Additional Information/FAQs

Other Discounts

- **Prompt Pay Discounts:** A discount given to the buyer if paid within a certain time period. These discounts may be found in the [Vendor List and Information](#) section below. All discounts offered will be taken in cases where the payment issue date is within the specified number of days listed by vendor and in accordance with the Commonwealth's Bill Paying Policy. Payment days will be measured from the date goods are received and accepted / performance was completed OR the date an invoice is received by the Commonwealth, whichever is later to the date the payment is issued as an EFT (preferred method) or mailed by the State Treasurer. The date of payment "issue" is the date a payment is considered "paid" not the date a payment is "received" by a Contractor.
- **Volume Discounts:** discount is negotiated to buyer if a certain volume of product or service is purchased.
- **Dock Delivery Discount:** discount is provided if product is delivered directly to the loading dock

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If the Needed Product Can Not be Found

If a product/service cannot be found in [the vendor's price sheet, it is recommended to contact the vendor directly to inquire if it is available for purchase on this contract. If the product/service meets the scope of the product category, the vendor may be able to add it to their product/service offerings with approval from the Strategic Sourcing Lead.

If the product is not listed in the scope of the product category, a buyer may contact the Strategic Sourcing Lead to inquire whether the product may be purchased.

Performance and Payment Time Frames Which Exceed Contract Duration

All term leases, rentals, maintenance or other agreements for services entered into during the duration of this Contract and whose performance and payment time frames extend beyond the duration of this Contract shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No written agreement shall extend more than six (6) months beyond the current contract term of this Statewide Contract as stated on the [first page](#) of this contract user guide. No new leases, rentals, maintenance or other agreements for services may be executed after the Contract has expired.



Strategic Sourcing Team Members

- Tina Urato, Mass Emergency Management Agency (MEMA)
- Julia Wolfe, Operational Services Division (OSD)
- Cameron O'Brien, Operational Services Division (OSD)

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Vendor List and Information*

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Discounts Prompt Pay Discount (PPD) Volume Purchase Discount (VPD) Dock Delivery Discount (DDD)
Atlas Water systems, Div. of Quench USA, Inc.	PO-14-1080-OSD01-OSD10-00000001769	Michael Nosek	(484)-751-0486	mnosek@quenchonline.com	Water Filtration Reverse Osmosis Coffee Services Ice/Water Dispensing Service	PPD: 2% - 10, 15 days, 1%-20 days
DS Services of America (Belmont Springs)	PO-14-1080-OSD01-OSD10-00000001768	Sharyea Jackson	(678)-486-3503	SJackson@DSServices.com	Bottled Water, Emergency Bottled Water, Coffee Services, Water Filtration Services, Reverse Osmosis, Related Paper Products	PPD: 2%- 30 days
Ready Refresh/ Nestle Waters North America Poland Spring	PO-14-1080-OSD01-OSD10-00000001767	William (Bill) Gray	(978)-479-0003	william.gray@waters.Nestle.com	Bottled Water, Emergency Bottled Water, Coffee Services, Water Filtration Services, Reverse Osmosis, Related Paper Products	PPD: 1%-10 days DDD: 2% discount offer Professional Cooler Cleaning Services available if interested see price sheet for pricing information.
W.B. Mason	PO-14-1080-OSD01-OSD10-00000001766	Gregg Manning	(800) 242-5892 x8273	gregg.manning@wbmason.com	Bottled Water, Water Filtration, Coffee Services & Related Paper Products	PPD: 5% 10, 15, 20, 30 days DDD: 2.5% offer VPD: 2% offer – on orders for items in categories and coffee services in which total product Cost exceeds \$100.00

*Note that COMMBUYS is the official system of record for vendor contact information.

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Appendix A: Cleaning Water Coolers & Cancellation of Service

Cleaning Water Coolers: The Contractor must provide no cost service for all water coolers supplied to the Commonwealth. The Contractor must clean and sanitize the water chamber up to and including the water spigot every two (2) months or immediately upon request of the user department. A record of cleaning must be attached to each water cooler unit serviced. The Contractor must supply conversion kits free of charge to state agencies who own coolers that are not compatible with the Contractor's bottle style.

Cancellation of Service – A Department that wishes to cancel a contractor(s) service MUST give that contractor 60 days' notice. The contractor and department will mutually agree upon a date of termination of the service and for the removal of the equipment supplied by the contractor and empty bottles. If a 60-day notice is not given the contractor may charge the Department a maximum amount not to be greater than one (1) month of cooler charges.